Welcome to *California*
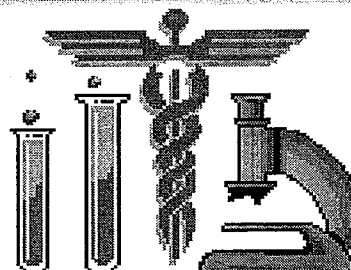
CDHS Home

Printer Friendly Version

Medical Care Services

Breast & Cervical Cancer Treatment Program

County Information

Disproportionate Share Hospital Payment Program

Fiscal Forecasting Medi-Cal Data

Pharmacy Policy and Contracting Section

Multi-Cultural Health

Medi-Cal Information

Medi-Cal Providers

Medi-Cal Policy Organization

Professional Services

Target Case Management System

Women's Health

Tool Box

Get Adobe Reader

Medi-Cal Care Services

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MCS directly operates California's Medicaid program (Medi-Cal) and the program's eligibility, scope of benefits, reimbursement, and other related components.

Medi-Cal Eligibility Branch

The Medi-Cal Eligibility Branch is responsible for the coordination, clarification, and implementation of Medi-Cal regulations, policy, and procedures to assure that Medi-Cal eligibility is determined accurately and on a timely basis by the 58 county public social services agencies.

The MEB functions include:

- Proposal of New Legislation, New Regulations, and Identification of Policy Issues for Executive Staff Consideration;
- Providing assistance to counties who have questions regarding new or previously implemented programs;
- Responding to lawsuits involving the California Medi-Cal program;
- Developing policies and answer questions related to Medi-Cal Eligibility Data System and other automated systems that impact the Medi-Cal program;
- Reviewing Proposed State Hearing Decisions concerning eligibility matters and Recommendation of Action to the Director; and
- Reviewing and Evaluating Program Eligibility Requirements and assurance of compliance with Federal Medicaid (Title XIX) Regulations.
- Providing county public social services agencies with All County Welfare Directors Letters (ACWDLs) and Medi-Cal Eligibility Information Letters (MEBILs) regarding new or changed policies and/or procedures used in determining eligibility for Medi-Cal benefits.

Medi-Cal Eligibility Branch

County Listing

1978-2006 ACWDLs & MEBILs Index Listed by Subject

Medi-Cal Eligibility Information Letters (MEBILs)

All County Welfare Directors Letters (ACWDLs)

Breast & Cervical Cancer Treatment Program (BCCTP)

Healthy Families

BabyCal

Presumptive Eligibility for Pregnant Women

The Adobe Reader is required to view several documents contained on this website
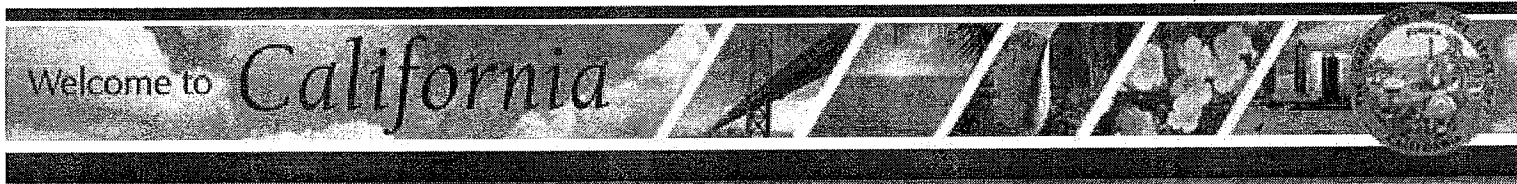
California
Department of
Health Services

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California Home   CDHS Home   CDHS Comments   CDHS Search   CDHS Organization   Monday, April 23, 2007

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Home Page**

**Medi-Cal Policy Division
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**Medi-Cal Benefits
Branch (MBB)**

**Medi-Cal Eligibility
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**Rate Development
Branch (RDB)**

Medi-Cal Information

Comments

Tool Box

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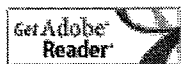
The Adobe Reader is
required to view several
documents contained on
this website
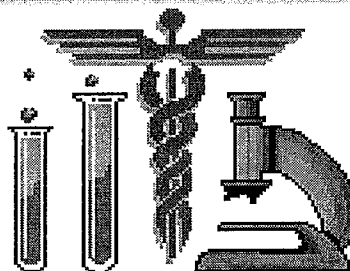
Medi-Cal Eligibility Branch

The Medi-Cal Eligibility Branch is
responsible for the coordination, clarification,
and implementation of Medi-Cal regulations,
policy, and procedures to assure that Medi-
Cal eligibility is determined accurately and
on a timely basis by the 58 county public
social services agencies.

Medi-Cal Eligibility Procedures Manual

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On-line manual of Medi-Cal Eligibility Procedures (MEPM)

The Medi-Cal Eligibility Procedures Manual (MEPM) provides clarification to county social services staff
on policies and procedures for making eligibility determinations for the Medi-Cal program.

The links below are provided in Portable Document Format (PDF). To access and read the PDFs, you
will need Adobe's free Acrobat Reader software. To download, click on the Adobe Reader icon:

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Reader

Manual Updates
To view MEPM Letters by number, click here.
To view MEPM Letters by Article, click here

The table below contains the Medi-Cal Eligibility Procedures Manual (MEPM). To open and view a
specific Article, click on Article title below.

Section Updated	Medi-Cal Eligibility Procedures Manual
07/08/93	Table of Contents

Section Updated	Part 1 - Articles 1 thru 8
12/14/00	Article 1 - Definitions, Abbreviations and Program Terms
08/27/03	Article 2 - Administration
02/23/96	Article 3 - County of Responsibility
06/19/06	Article 4 - Application Process
10/04/05	Article 5 - Medi-Cal Programs-5A-5K Article 5 - Medi-Cal Program-5L-5Z
04/18/01	Article 6 - Institutional Status
09/20/96	Article 7 - Alienage, Citizenship and Residence
04/23/03	Article 8 - Responsible Relatives and Unit Determination

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Section Updated	Part 2 - Articles 9 thru 18
02/07/06	Article 9 - Property
06/26/03	Article 10 - Income
04/18/01	Article 11 - Maintenance Need
10/04/05	Article 12 - Share of Cost
10/04/05	Article 14 - Medi-Cal Card Use Issuance
10/04/05	Article 15 - Other Health Coverage and Medi-Cal Buy-In
10/04/05	Article 16 - Overpayments and Fraud
09/18/97	Article 17 - Medi-Cal Special Treatment Programs
09/29/86	Article 18 - State Administrative Hearings

Section Updated	Part 3 - Articles 19 thru 24
09/03/04	Article 19 - Special Services
10/04/05	Article 20 - Operations/Systems Procedures
02/15/01	Article 21 - Income and Eligibility Verification System (IEVS)
03/09/07	Article 22 - Disability Determination Referrals
10/04/05	Article 23 -Medical Support Enforcement Program
10/14/03	Article 24 - Refugee Medical Assistance Program

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Medi-Cal

Serving California Since 1966

New visitor? Review the
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EDUCATION OUTREACH SPOTLIGHT

January

➤ eTAR Program Information
➤ Medi-Cal Instructor-Led
  Seminars
➤ Web-Based Tutorials

read more...

What's New   previous articles »

- **eTAR Web-Based Tutorials** — View step-by-step instructions for submitting TARs online.
- **ADHC Update** — Effective retroactively to May 1, 2006, new guidelines have been implemented for ADHC providers to clarify number of days and carry-over days.
- **Deferred TAR Attachment Update** — Effective November 15, 2006, attachments for deferred paper TARs will not be returned.
- **Federal Deficit Reduction Act 2005: Employee Education on False Claims Recovery** — Effective January 1, 2007, providers must certify that they comply with Section 1902(a) of the Social Security Act.
- **Cancer Detection Programs Provider User Guide Update** — View a list of updates, including new content, expanded sections and instructions.
- **Pharmacy Providers: Emergency MMA Drug Supply Update** — Effective September 2006, changes to the Emergency Drug Benefit for dual eligibles and **revised billing instructions** (updated November 3).
- **IUD Investigation Underway** — CDHS reviewing records of eight Southern California physicians.
- **Medicare Part D** — New prescription drug program effective January 1, 2006. Links to Anthem/Wellpoint Facilitated Enrollment Process and Payer Sheet added. (Updated August 18)
- **Federal Deficit Reduction Act 2005** — Medicaid citizenship requirements for California.
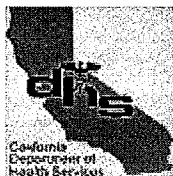
NPI Registration Deadline
57 days remain
to register your NPI
with Medi-Cal.
read more...

Provider Bulletins

  Allied Health

  Inpatient/Outpatient

  Long Term Care

  Medical Services

  Pharmacy

  Vision Care

Family PACT
Presumptive Eligibility

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HIPAA News

- **NDC Frequently Asked Questions** — Answers to provider questions about National Drug Codes now available.
- **NDC Roundtable Notes Available** — Outlining discussion topics, federal and state requirements and important NDC information.
- **NPI Update** — The hard copy NPI registration form is now available.
- **Home and Community-Based Services Billing Changes** — Effective for dates of service on or after November 1, 2006, CDHS will allow only HCPCS Level II codes and modifiers.
- **Electronic Attachments for 837 Claims** — 837 v.4010A1 claim attachments can now be submitted electronically.
- **Genetic Disease Counseling and Screening Services Billing Changes** — Effective for dates of service on or after November 1, 2006, CDHS will only allow HCPCS Level II codes and modifiers.

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Server:www.medi-cal.ca.gov |File:/Default.asp |Last Modified:12/29/2006 3:28:37 PM

OPT OUT of hard copy bulletins.
Learn how...

Provider Manuals
Allied Health
Inpatient/Outpatient
Long Term Care
Medical Services
Pharmacy
Vision Care

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Introduction   **System Requirements**   **Publications**   **Transaction Services**   **Resources**

This Quick Start Guide provides all the information you need to get you started using the Medi-Cal Web site.

www.medi-cal.ca.gov

INTRODUCTION

This Quick Start Guide will familiarize you with the Medi-Cal Web site so you can begin using its products and services in your day-to-day operations. Topics covered in this guide include:

| **Extras** |
| **Medi-Cal Forms** |
| **OPT OUT Program** |
| **Provider Enrollment** |
| **Provider Training** |

- Hardware and software requirements and suggestions for optimum viewing
- Publications available on the Medi-Cal Web site and where you can find them
- Medi-Cal transactions that can be performed using Transaction Services
- Resources available to you if assistance is needed with the Medi-Cal Web site

Use the links at the top of the page to access specific subject areas, then navigate through each subject area using the "Previous" and "Next" links at the bottom of the page.

As you navigate through this guide, you'll encounter certain links in **red**; these links point to a definition of the indicated term. You'll also encounter links that point to screen examples to assist you in performing certain steps.

If you're new to the Medi-Cal Web site, the navigation bar at left contains links to frequently accessed areas of the site.

If you wish to print a page of this guide for future reference, click **Print this Page,** which appears at the bottom of every page. For best results, print using the *Landscape* layout. To print all pages of this guide at once, click **Open Printable Version** at the top right to open a single-document version of this guide, then click **Print Guide.**

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Learn about the system requirements for accessing/viewing the Medi-Cal Web site and for downloading documents.

SYSTEM REQUIREMENTS – OVERVIEW

This section discusses hardware and software requirements as well as configuration recommendations for maximizing your experience with the Medi-Cal Web site.

Basic requirements are as follows:

- Printer (if you intend to print downloaded publications)
- Latest version of an Internet browser (older versions may work but they may not support certain technologies used on the Medi-Cal Web site)
- Specific software applications for viewing documents online and performing Medi-Cal transactions

These topics and more are addressed in this section of the Quick Start Guide.

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Learn about the system requirements for accessing/viewing the Medi-Cal Web site and for downloading documents.

SYSTEM REQUIREMENTS – HARDWARE

Computer: Windows 98 operating system or higher; Pentium I processor (1.33 MHz) or higher; minimum 32 MB RAM

Modem Speed: Minimum 28 kilobits per second (KBps)

Monitor: Any monitor will work, but for best viewing results a 17-inch monitor or larger with a resolution set to 1024 x 768 is recommended. Your current resolution is 800 x 600. Do you need to change your resolution? **Learn how**.

Printer: A **PostScript printer** is recommended for printing publications downloaded from the Medi-Cal Web site. Most printers sold today support PostScript, but older printers may not.
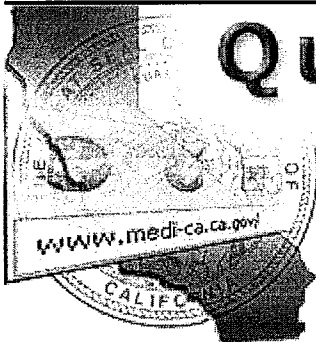
Internet Connection: Any type of Internet connection will work, but a broadband connection, such as DSL or cable, is recommended for fastest page viewing and document downloading.

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SYSTEM REQUIREMENTS – SOFTWARE

Browser: Internet Explorer (IE) version 5.0 or higher, or Netscape Navigator version 6.2 or higher. Older browser versions may work but they may not support certain technologies used on the Medi-Cal Web site. For best results, we recommend using the most current browser version, which can be downloaded through the **Web Tool Box** page of the Medi-Cal Web site. Note: Your browser may need to be configured to interpret **JavaScript** and accept **cookies**. The next page instructs how to **configure your browser**.

Acrobat Reader: Acrobat Reader is required to view document files in Portable Document Format (PDF). These files have a .pdf extension. Reader can be downloaded for free through the **Web Tool Box** page of the Medi-Cal Web site.

Word or Word 97/2000 Viewer: Documents not in PDF format are offered in Microsoft Word format. These files have a .doc extension. To view these documents, you need either Word or Word 97/2000 Viewer installed on your machine. Word requires a license and is not available as a free download. Word 97/2000 Viewer is free and can be downloaded through the **Web Tool Box** page of the Medi-Cal Web site.

Macromedia Flash Player: Macromedia Flash Player is required only if you are going to perform Medi-Cal transactions through the Medi-Cal Web site. Otherwise, you do not need to install this software. Macromedia Flash Player can be downloaded through the **Web Tool Box** page of the Medi-Cal Web site.

WinZip or PKZip: Many documents offered on the Medi-Cal Web site are also available in Zip format, which is a compressed format that reduces file sizes and download times. These files have a .zip extension. After downloading a Zip file, you must uncompress, or "unzip," the file to view the document(s) inside. WinZip or PKZip is required for unzipping. You can download an evaluation version of WinZip for free or purchase PKZip through the **Web Tool Box** page of the Medi-Cal Web site.

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SYSTEM REQUIREMENTS – CONFIGURING YOUR BROWSER

After downloading a browser, it must be configured to interpret **JavaScript** and accept **cookies**. Instructions are below.
Configuration steps are different for Internet Explorer and Netscape Navigator.

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Internet Explorer 6.0

- Click **Tools** on the menu bar and select **Internet Options**. The Internet Options dialog box displays. **show me**
- Click the **Privacy** tab of the Internet Options dialog box and select the **Medium** or lower level of security. **show me**
- Click the **Advanced** tab. Scroll down and select the checkbox for **JIT compiler for virtual screen enabled (requires restart)**. A checkmark displays in the box. **show me**
- Click **OK**. The setting is recorded by the browser, but you must restart your computer for the setting to take effect.

Netscape Navigator 6.2

- Click **Edit** on the menu bar and select **Preferences**. The Preferences dialog box displays. **show me**
- In the Category panel, click **Privacy & Security**, then **Cookies**. Select **Enable all cookies**. **show me**
- Click **Advanced** and select **Enable JavaScript for Navigator**. A checkmark displays in the box. **show me**
- Click **OK**. The setting is recorded by the browser and you return to the browser window.

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Learn what publications are offered on the Medi-Cal Web site and where you can find them.

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PUBLICATIONS

All Medi-Cal publications are offered on the Medi-Cal Web site. These include:

- Monthly *Medi-Cal Updates*
- Medi-Cal provider manuals
- Provider enrollment forms/agreements
- Various user guides for both Internet and Point of Service (POS) Medi-Cal transactions

Medi-Cal publications are offered in Word and/or PDF format. Some publications are also offered in Zip format. If your computer does not have the necessary software installed to view these files, visit the **Web Tool Box** for links to free software downloads. For more information about the software required to view documents on the Medi-Cal Web site, refer to the **System Requirements – Software** section of this user guide.

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Learn what transactions you can perform on the Medi-Cal Web site and how to access them.

TRANSACTION SERVICES – OVERVIEW

Many Medi-Cal transactions can be performed through the Transaction Services area of the Medi-Cal Web site. The **transactions available** to you depend on the user ID and password used to logon. To use Transaction Services, you must complete a **Medi-Cal Point of Service (POS) Network/Internet Agreement** (39 KB) and **Medi-Cal Telecommunications Provider and Biller Application/Agreement** (64 KB). For more information, refer to the **CMC**, **CMC Enrollment Procedures** and **Electronic Methods for Eligibility Transactions and Claim Submissions** sections of the Part 1 provider manual.

To perform transactions through the Medi-Cal Web site, click **Transaction Services** on the home page to open the Transaction Services logon page. Enter your user ID and password (which displays as asterisks for security) and click **Submit**. The next page of this Quick Start Guide shows the Transaction Services logon page and contains information about user IDs and passwords.

After you click Submit, your user ID and password are authenticated by the Medi-Cal system. Once authenticated, the Transaction Services page displays, listing services/transactions available to you based on your user ID and password. If your user ID and/or password cannot be authenticated, an error message displays. If you feel you have not made an error after two or three attempts, call the Telephone Service Center (TSC) at 1-800-541-5555 and select the option for POS/Internet.

When you are finished performing transactions, click **Exit** to exit Transaction Services.

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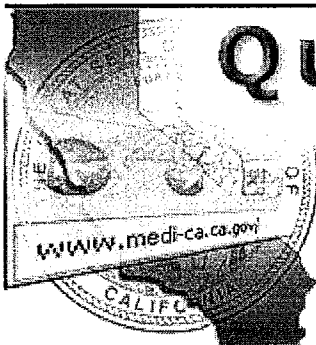
Login to Medi-Cal

Login Center for Transaction Services

Please enter your User ID and Password. Click Submit when done.

Learn how to Sign Up for Medi-Cal Internet Transactions.

Please enter your User ID: [   ]

Please enter your Password: [   ]

[Submit] [Clear]

**Be careful to protect your user ID
and password to prevent unauthorized use.**

User ID
Medi-Cal Providers: Nine-digit Medi-Cal provider number.
Intermediaries: Provider number assigned by Fiscal Intermediary.
Submitters: Three-digit submitter ID, prefixed by "CMCSUB".
Labelers or Manufacturers: User ID assigned by Medi-Cal.

Password
Medi-Cal Providers: Seven-digit Medi-Cal provider PIN.
Intermediaries: Eight-digit password.
Submitters: Submitter password.
Labelers or Manufacturers: Eight-digit password.

Logon instructions:

1. Enter your user ID.
2. Enter your password.
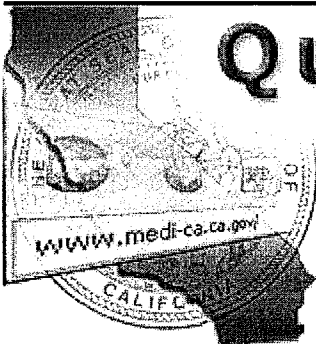
3. Click **Submit**.

Once your user ID and password are authenticated, the Transaction Services page displays, listing services and transactions available to you based on your user ID and password. The next page of this Quick Start Guide displays an example of the Transaction Services page.

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TRANSACTION SERVICES – EXAMPLE OF AVAILABLE TRANSACTIONS

Real Time Internet Eligibility (RTIE)
Determine monthly Patient (Subscriber) Eligibility and obtain
an Eligibility Verification Confirmation (EVC) Number
    Single Subscriber
    Multiple Subscribers

Perform SOC (Spend Down) Transactions
Apply or Reverse Subscriber's Share of Cost (Spend Down)
Amount

Perform Medical Services Reservation Transactions
Make or Reverse a Medical Services Reservation (Medi-
Services)

Perform Automated Provider Services (a.k.a. PTN on Web)
Perform various transactions including Checkwrite, Claim
Status, Issue Status, and Procedure Code inquiries

Perform Family PACT Transactions
Activate, Re-Certify, Deactivate, Update, or Inquire upon a
FPACT client

Perform BCCTP Enrollment
Complete and Submit a BCCTP Medi-Cal application

Cancer Detection Programs Application
Eligibility and Case Management for Cancer Detection

This example Transaction Services page displays links to available transactions. The transactions that display depend on the user ID and password used to log on. *The page at left is for illustration purposes only; the transactions available to you may be different from those that appear in this example.*

Depending on your browser settings, you may receive the following prompt when you click links to certain transactions:

"This page contains both secure and nonsecure items. Do you want to display the nonsecure items?"

If you receive this prompt, click **Yes**.

The next page of this Quick Start Guide contains information about Internet security.

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TRANSACTION SERVICES – INTERNET SECURITY

The Medi-Cal Web site uses Internet security systems that employ the latest and most powerful encryption technology available. All data submitted through Transaction Services is secure and confidential.

Most browsers display an icon, such as a key or a lock, in the lower right corner of the window to indicate a Web page that is in a secure, encrypted mode. A broken key or open lock icon indicates that the mode is not secure. To confirm that you are in a secure mode when using Transaction Services, look for the key or lock in the lower right corner of the browser window.

These icons for Internet Explorer and Netscape Navigator are as follows:

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🔒   🔒
Internet Explorer   Netscape Navigator
"Secure Mode" Icon   "Secure Mode" Icon

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Learn about resources available to you if you need assistance with or have questions about the Medi-Cal Web site.

RESOURCES

Your primary resource for questions or problems with the Medi-Cal Web site is the Telephone Service Center (TSC) at 1-800-541-5555. From the TSC main menu, select the option for POS- and Internet-related inquiries, then select the option for POS devices, downloads, the Internet and CHDP Gateway. More information about the Telephone Service Center is available on the **Call Centers and Other Phone Resources** page of the Medi-Cal Web site.

Before calling the TSC, you are encouraged to explore resources available on the Medi-Cal Web site itself, which include:

- The **Web Tool Box**, which contains links to free software downloads
- The **Site Map**, which can assist in navigating the Medi-Cal Web site
- The **Medi-Cal System Status** page, which informs providers of significant issues pertaining to Medi-Cal systems (except the POS system)
- The **Medi-Cal POS System Status** page, which informs providers of significant issues specific to the POS system

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